

Event Attendant – Tempe Center for the Arts
(Patron Service Representative)

Purpose:

To actively support and uphold the City's stated mission and values. To perform a wide variety of customer service work related to the front of house operations of the Tempe Center for the Arts (TCA).

Supervision Received:

Receives direction from Patron and Client Services Coordinator, House Manager or designee

Examples of Duties and Responsibilities:

- Assist in the operation of the front of house; understand all aspects of the TCA front of house operations
- Participate in TCA staff training events and meetings
- Respond to routine inquiries, answer questions and give information regarding the TCA, respond to and/or report patron complaints
- Perform related duties as assigned

Experience:

No prior work or volunteer experience is required, but experience in one or more of the following areas are highly desirable: event attendant, theater, hotel, restaurant or other closely related customer service field.

Training:

Equivalent to the completion of the twelfth grade supplemented by training or course work in customer service or other related field is helpful.

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Job Description

- Actively participate in the safety of patrons, volunteers and staff in the facility. Understand guidelines and role in front of house safety procedures including basic first aid, accessibility guidelines, evacuation, 911 protocol, etc.
- Participate in the operation activities of the front of house including assisting patrons with disabilities, stuffing programs, prepping seating areas, stocking coat check, responding to patron requests and other duties as assigned
- Greet guests, tear tickets, assists patrons and give accurate directions
- Attend pre- and post-show meetings
- Receive assignments and directions from the manager on duty; complete tasks as directed; remain in assigned area until relieved
- May assist in the training of new event attendants with the guidance from house managers and assistant house managers
- Provide information about the facility, resolve basic challenges and complaints of patrons; inform the manager on duty of advanced challenges
- Regularly attend front of house staff meetings
- Inform manager on duty, Patron and Client Services Coordinator and/or Cultural Facilities Administrator of challenges with patrons, staff and facility

Event Attendant is a temporary part-time position with weekly schedules to be determined by TCA management and limited to nineteen (19) hours or less per week.

Pay Rate: \$10.50/hour